

Performance Management Definition of Terms

The following is a brief explanation of commonly used terms in the new performance management process.

Performance Management – the ongoing process of aligning individual performance with organizational mission and objectives to succeed in achieving goals and objectives.

Performance Expectations – the set of criteria by which an employee's performance will be evaluated. May be written as goals or objectives, or as standards for the performance of job duties.

General Factors – the behavioral skills and competencies required for success. Some general factors are universal for all state employees; others are discretionary, based on competency needs of classification and agency.

Individual Performance Plan – the identification of performance expectations, goals/objectives, developmental needs, and required competencies for an employee in the upcoming year. Completed on the Employee Work Profile form.

Annual Appraisal – the performance evaluation conducted once a year that goes in an employee's permanent record. Calendar for appraisals is synchronized based on broad job group with all comparable employees receiving annual appraisal at same time.

Interim Appraisal – evaluations conducted during the annual review period for communication purposes or to re-evaluate an employee's performance plan. Recommended that at least one be done in middle of review period.

Work Improvement Plan – an explicit action plan designed to correct performance deficiencies within a specified time period.

Non-Supervisory Professional – employees in the professional, administrative and technical job family who do not supervise, regardless of overtime eligibility.

Executive, Supervisory & Managerial – any employee who has supervisory/managerial responsibilities, regardless of job family/classification or overtime eligibility.

Non-Supervisory/Non-Exempt – employees who are overtime eligible who do not have any supervisory responsibilities. Most commonly will be support staff or front-line facility employees.

Meets Expectation – the performance rating given to employees who are fully successful in meeting their performance expectations.

Exceeds Expectation – the performance rating given to employees who substantially surpass their performance expectations.

Does Not Meet Expectation – the performance rating given to employees who fail to achieve their performance expectations.

Areas of Responsibility – the key duties that an employee is responsible for on a day-to-day basis. Should identify what needs to be done and how well, how quickly, and how much.

Goals/Objectives – statements of desired outcomes along with plan to achieve the desired outcomes. Should be SMART (Specific, Measurable, Attainable, Relevant, and Timely). Should identify what the desired is, what is required to accomplish it, and when it should be completed.

BARS – Behaviorally Anchored Ratings Scale – the set of observable and/or measurable behaviors against which employees are evaluated to measure performance on General Factors.

Working Test (merit agencies only) – the six month probation period that employees serve upon entering state service or a new classification, prior to receiving permanent status in their position.

Permanent Status (merit agencies only) – the granting of property rights to employment upon successful completion of a working test. Confers upon employees an entitlement to due process in all personnel actions.

Working Test Extension (merit agencies only) – upon request of the appointing authority, the working test can be extended for another six month period in order to allow the agency more time to evaluate performance prior to granting permanent status.

Evaluator – the first line supervisor responsible for conducting the performance management process.

Reviewer – the individual who reviews all initial evaluations to ensure that bias and subjectivity are minimized. Could be intermediate supervisor or member of human resources staff.

Appointing Authority – Agency head or their designee who is responsible for final review and authorization of performance rating. Performance rating is not final until signed by this individual.